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# Genesys Driver for use with Genesys Hub

Release Notes 9.1.x

10/30/2025

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# Genesys Driver for use with Genesys Hub 9.1.x Release Note

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

This Release Note applies to all 9.1.x releases of Genesys Driver for use with Genesys Hub. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

### [+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.1.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.1.021.00	10/30/25	Update			X		X
9.1.020.00	04/24/25	General			X		X
9.1.018.01	01/08/25	General			X		X
9.1.017.03	08/29/24	Update			X		X
9.1.016.01	06/24/24	Update			X		X
9.1.015.02	04/22/24	Update			X		X
9.1.015.01	03/15/24	Update			X		X
9.1.015.00	02/12/24	Update			X		X
9.1.014.01	12/15/23	Update			X		X
9.1.008.19	10/27/23	Update			X		X
9.1.008.17	08/07/23	Update			X		X
9.1.008.12	06/16/23	Update			X		X
9.1.008.05	03/04/22	Update			X		X
9.1.007.08	08/11/21	General	Under Shipping Control		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.1.007.06	05/25/21	General	Under Shipping Control		X		X
9.1.006.08	12/18/20	General	Under Shipping Control		X		X
9.1.005.08	11/19/20	Hot Fix			X		X
9.1.005.07	05/22/20	Update			X		X
9.1.004.08	12/26/19	Update			X		X
9.1.003.05	09/30/19	Update			X		X
9.1.002.04	06/26/19	General	Under Shipping Control		X		X
9.1.001.03	04/19/19	Update	Under Shipping Control		X		X
9.1.000.02	03/27/19	General	Under Shipping Control		X		X

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide*.

## Discontinued Support

### [+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- 
- Windows Server 2012.

**Discontinued as of:** 9.1.007.06

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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.1.x releases of Genesys Driver for use with Genesys Hub, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Related Resources

For additional information about Genesys Driver for use with Genesys Hub, see the following documentation:

- The documentation related to this software is available from the [Messaging Applications](#) product page.
- The [WhatsApp Guide](#) provides details about installing and configuring Genesys Hub Plug-in for Workspace Desktop Edition.
- [eServices Options Reference](#) provides a reference listing of Genesys Driver for use with Genesys Hub configuration options.
- The [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Messaging Applications components.

Release Notes for other Genesys components are available [here](#).

# Known Issues and Recommendations

## Genesys Driver for use with Genesys Hub

The Known Issues and Recommendations section is a cumulative list for all 9.1.x releases of Genesys Driver for use with Genesys Hub. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#) .

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WhatsApp fails to store an image with a description longer than 256 characters.

ID: <b>MSGA-2334</b>	Found In: <b>9.1.002.04</b>	Fixed In: <b>9.1.003.05</b>
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A java.lang.NullPointerException: pair can't be null exception is added to the Digital Messaging Server (DMS) log when an **SesSendOutbMsg** request is sent to DMS.

ID: <b>MSGA-2319</b>	Found In: <b>9.1.002.04</b>	Fixed In: <b>9.1.003.05</b>
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The ESP Method **ValidateContact** does not return the appropriate response if the phone number is not found in WhatsApp.

ID: <b>MSGA-2238</b>	Found In: <b>9.1.002.04</b>	Fixed In: <b>9.1.003.05</b>
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Users cannot configure more than one WhatsApp channel in Digital Messaging Server.

ID: <b>MSGA-2140, MSGA-2142</b>	Found In: <b>9.1.001.03</b>	Fixed In: <b>9.1.002.04</b>
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Hub does not include the **To** attribute in its inbound messages to the driver.

ID: <b>MSGA-2039</b>	Found In: <b>9.1.001.03</b>	Fixed In: <b>9.1.002.04</b>
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The driver does not support uploading files to Hub when it is connected to the Hub via an HTTP proxy.

ID: <b>MSGA-2035, MSGA-2037</b>	Found In: <b>9.1.001.03</b>	Fixed In: <b>9.1.002.04</b>
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Names of the outbound attachments in WhatsApp channel are not delivered correctly to the client's phone.

ID: **MSGA-2571, MSGA-2572**

Found In: **9.1.003.05**

Fixed In: **9.1.005.07**

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## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Driver for use with Genesys Hub unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 9.1.0

## Genesys Driver for use with Genesys Hub Release Notes

You can find links to Release Notes for particular 9.1.0 releases of Genesys Driver for use with Genesys Hub, if available, in the tree menu on the left or in the list of [Available Releases](#).



9.1.021.00

## Genesys Driver for use with Genesys Hub Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/30/25	Update			X			X

### What's New

Genesys Driver for use with Apple Business Chat via Hub now supports Java 21. (MSG-5139)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.1.021.00.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

9.1.020.00

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02.**

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/24/25	General			X			X

### What's New

This release contains the following new features and enhancements:

- The driver now uses a new dedicated log code 43490 when an outbound message fails to be sent due to a failed attachment download. (MSG-5092)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.1.020.00.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

9.1.018.01

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/08/25	General			X			X

### What's New

This release contains the following new features and enhancements:

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Genesys Driver for use with Genesys Hub](#)

#### Genesys Products

- [List of Release Notes](#)

### Important

This version of Genesys Driver for use with Genesys Hub must be deployed with Digital Messaging Server version 9.1.018.01. For more information, see the [compatibility matrix](#).

- Support for Windows Server 2022. See the [Messaging Apps/Social Engagement](#) page in the *Genesys*

*Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (MSG-5053)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.018.01.

9.1.017.03

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/29/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- A new option, x-disable-reactions, has been introduced to specify whether WhatsApp inbound reactions must be processed or not. If the value is true, the driver skips processing all WhatsApp reactions to messages. If the value is false, the driver processes all WhatsApp reactions as notifications with specific message code.

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.017.03.

9.1.016.01

## Genesys Driver for use with Genesys Hub Release Notes

**9.x** **Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/24/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 9. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (MSG-4093)
- Third-party libraries are updated. (MSG-4069)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.016.01.



# 9.1.015.02

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/22/24	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

An additional fix has been added for MSGA-3948, initially fixed in the release version 9.1.014.01. Previously, regular expression considered `<client_id>` as number in the message "**<client\_id> changed from <from\_number> to <to\_number>**". Starting from version 9.1.015.02, the regular expression has been fixed to consider `<client_id>` as text. (MSGA-4090, MSGA-3948)

Re-authentication request is done only one time now instead of looping. Previously, when a token expired for initial HTTP request, the driver initiated re-authentication requests in an infinite loop until a non 401 response was received. (MSGA-4082)

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.015.02.

9.1.015.01

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/15/24	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Exception is not thrown during failed confirm request error handling now. Previously, an exception occurred due to a bug in the source code related to error logging. (MSG4-4075)

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.015.01.

9.1.015.00

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/12/24	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

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Data logger now correctly processes text messages containing % character. Previously, the driver threw an exception in this scenario. (MSG-4040, MSG-4041)

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The driver now properly escapes illegal or special characters in filenames of attachments.

Previously, the driver did not escape such invalid characters in the filename. As a result, Genesys Hub Plug-in for Workspace Desktop Edition might have stopped functioning unexpectedly. (MSG-3983)

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### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.015.00.

# 9.1.014.01

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/15/23	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

A new option, `x-disable-system-messages`, has been introduced to specify whether WhatsApp system messages must be processed or not. If the value is true, the driver skips processing all WhatsApp system messages. If the value is false, the driver processes all WhatsApp system messages as notifications with specific message code. Currently, only one system message about **phone number changed from Phone Number A to Phone Number B** is supported with notification code **user\_changed\_number**. (MSG-3939, MSG-3948, MSG-3956)

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.1.014.01.

9.1.008.19

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/27/23	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Updates to third-party libraries. (DMS-888)
- Support for OpenJDK 17. (MSG-3869)

### Resolved Issues

This release contains the following resolved issues:

The fetch thread now works continuously regardless of exception or Hub communication errors. Additionally, exception handling in logging has been improved to process any type of error. (MSG-3885)

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Genesys Driver for use with Genesys Hub](#)

#### Genesys Products

- [List of Release Notes](#)



## Upgrade Notes

No special procedure is required to upgrade to release 9.1.008.19.

9.1.008.17

## Genesys Driver for use with Genesys Hub Release Notes

**9.x** **Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/07/23	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

An issue that caused DMS to incorrectly merge chat sessions from different channels is fixed. The issue occurred if a brand's customer sent separate messages through multiple channels. A new option, `separate-chat-session`, is introduced to fix this issue. Using this option, you can specify whether DMS must create separate chat sessions for a brand's customer when the customer sends separate messages through multiple channels.

- If the value is `true`, DMS creates a separate chat session for each channel when a customer sends messages through multiple channels.
- If the value is `false` (default), messages from different channels sent by the customer are merged into a single chat session.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

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(MSG-3797, MSG-3886)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.1.008.17.

9.1.008.12

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/16/23	Update			X			X

### What's New

This release contains the following new features and enhancements:

- This release introduces a new option, `allowed-content-types`. You can use this option to list the MIME types of supported attachments in a comma-separated format. If no value is set, the driver allows all media types. If the value is none, the driver restricts all media types. This option is applicable only for inbound WhatsApp file attachments. (MSG-3748)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.1.008.12.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

9.1.008.05

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/04/22	Update			X			X

### What's New

This release contains the following new features and enhancements:

- The driver now supports WhatsApp Interactive Messages: **List Messages** and **Reply Buttons**. (MSG-3387)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.008.05.

9.1.007.08

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02.**

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/11/21	General	Under Shipping Control		X			X

### What's New

This release contains the following new features and enhancements:

- A new option, x-preview-sent-url, is added to indicate whether the preview of URLs during WhatsApp interactions is enabled or not. Genesys recommends that you set this option to false. (MSG-3305)

### Resolved Issues

This release contains the following resolved issues:

An issue that caused the driver to lose HTTP connections from the allocated pool to interact with Genesys Hub is now fixed. (MSG-3304)

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.007.08.



9.1.007.06

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/25/21	General	Under Shipping Control		X			X

### What's New

This release contains the following new features and enhancements:

- The driver now supports multiple instances of Digital Messaging Server for a single channel. (MSG-3141)
- The option, x-business-id, is discontinued. (MSG-3204)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.007.06.

## Dependencies

For DMS scalability, DMS 9.1.007.05 and Genesys Driver for use with Genesys Hub 9.1.007.06 are required.

9.1.006.08

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/20	General	Under Shipping Control		X		X

### What's New

This release is under shipping control and contains the following new features and enhancements:

- Support for the following operating systems. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
  - Windows Server 2019
  - Red Hat Enterprise Linux 8(MSG-2945, MSG-2952)
- The following options are introduced:
  - x-hub-channeltype – Specifies the channel type.
  - x-business-id – Specifies the channel's business ID value.(MSG-3089, MSG-3090)

For availability of this release, contact your Genesys representative.

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.006.08.

9.1.005.08

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/19/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The driver no longer fails to process inbound WhatsApp messages when the messages are large in size. Previously, the driver sometimes failed to process an inbound message that was larger than 100 KB in size. (MSG-3070)

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### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.1.005.08.

9.1.005.07

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/22/20	Update			X		X

### What's New

This release contains the following new features and enhancements:

- The driver now supports parallel processing of ESP requests. This enhancement ensures better performance of the driver when sending ESP requests such as `ValidateContact` to Genesys Hub. (MSGA-2536)
- Agents can now send rich media notifications (also known as media message templates) during WhatsApp interactions by inserting structured messages from standard responses. Agents can also view/preview the rich media notifications in the chat transcript. For more information, see [Rich media notifications](#). (MSGA-2485)

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

- [Messaging Applications](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

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The driver now sends the correct names of the outbound attachments to WhatsApp users.  
(MSG-2571, MSG-2572)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.1.005.07.

9.1.004.08

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/26/19	Update			X		X

### What's New

This release contains the following new features and enhancements:

- Support for InviteToChat ESP request. This method allows initiation of outbound chat sessions from a strategy and sending WhatsApp notification templates to customers. The InviteToChat request is an invitation for a customer who is using voice IVR interaction to switch to Chat or Messaging and continue the conversation. (MSG-2403)
- A new configuration option, media-origin, that specifies the media origin assigned to interactions that are created by InviteToChat requests and submitted to Interaction Server by Chat Server. (MSG-2339)

### Helpful Links

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- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

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### Resolved Issues

This release contains the following resolved issues:



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The driver now correctly processes header cookies for HTTP responses received from Hub.  
(MSG-2351)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.004.08.

9.1.003.05

## Genesys Driver for use with Genesys Hub Release Notes

**9.x** **Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/19	Update			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Universal Contact Server (UCS) can now save WhatsApp-related images with descriptions that are longer than 256 characters. Previously, it was unable to store these images. (MSGA-2334)

When an **SesSendOutbMsg** request is sent to Digital Messaging Server (DMS), there is no longer a `java.lang.NullPointerException: pair can't be null` exception in the DMS log. Note that the ESP Method **SesSendOutbMsg** is an internal method that is designed to be used in communication between DMS and its drivers, and it is not supported for use for other purposes. (MSGA-2319)

### Helpful Links

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The ESP Method **ValidateContact** now returns the appropriate response if the phone number is not found in WhatsApp. (MSG-2238)

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## Upgrade Notes

This update release of Genesys Driver for use with Genesys Hub (9.1.003.05) requires Digital Messaging Server **9.1.002.02** or later.

9.1.002.04

## Genesys Driver for use with Genesys Hub Release Notes

**9.x** **Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/19	General	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- A new option, x-phone-format, processes a phone number before sending the number as an interaction attribute. (MSG-2060, MSG-2061)
- The driver now receives and processes location information in the incoming messages. (MSG-1904)
- The driver now supports video, audio, and document attachments in both incoming and outgoing messages. (MSG-1902)
- Support for OpenJDK 11. See the Prerequisites section on the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (MSG-2178)

### Helpful Links

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## Resolved Issues

This release contains the following resolved issues:

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Users can now configure more than one WhatsApp channel in Digital Messaging Server. (MSG-2140, MSG-2142)

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Hub now includes the **To** attribute in its inbound messages to the driver. Now the **\_umsFromAddr** and **\_umsFromUserId** attributes contain the WhatsApp ID (phone number) of the user who sent the message. The **\_umsToAddr** attribute has the business phone number that is configured for this channel. (MSG-2039)

---

The driver now supports uploading images and files to Hub via an HTTP proxy. Previously in this scenario, the driver failed to process these HTTP requests. (MSG-2035, MSG-2037)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.1.002.04.

# 9.1.001.03

## Genesys Driver for use with Genesys Hub Release Notes

**9.x Genesys Driver for use with Genesys Hub** is part of 9.x starting in **9.1.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/19/19	Update	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- The driver can now process an External Services Protocol (ESP) request that is sent from the routing strategy to check if a certain phone number is a client of WhatsApp. (MSG-1887)
- The following changes to configuration options:
  - A new option, x-hub-pull-reserve-time, specifies how long in seconds fetched messages are reserved by Genesys Hub. (MSG-1988)
  - The option x-hub-pull-size now uses the default value **10** and has a valid value range from **1** to **1000**. (MSG-1989)

### Helpful Links

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- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.001.03.

9.1.000.02

## Genesys Driver for use with Genesys Hub Release Notes

**9.x** This is the first 9.x release of **Genesys Driver for use with Genesys Hub**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/19	General	Under Shipping Control		X		X

### What's New

This is the initial release of Genesys Driver for use with Genesys Hub, a component of Genesys Messaging Apps.

This release contains the following new features:

- Support for WhatsApp Highly Structured Messages (also known as Notifications). (MSG-1757)
- Support for chat bots (text only). (MSG-1393)
- Support for new outbound chat sessions that are initiated by agents. (MSG-1391)
- Support for inbound and outbound text, emojis, and images (JPG/JPEG and PNG formats). (MSG-1386)
- Support for the following operating systems. See the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
  - Red Hat Enterprise Linux 7
  - Windows Server 2012
  - Windows Server 2016

### Helpful Links

#### Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

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## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.1.000.02.